

Missouri State Library

Show Me *Express*

Published by Secretary of State Robin Carnahan

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Show Me Express features time-sensitive information about State Library programs and current news of interest to the Missouri library community.

Customer Service for the Rest of Us Videoconference

This September 20 installment of the Adult Services Direct Educational Series will offer tips on answering questions via phone, email, and SMS and on dealing with dissatisfied patrons over the phone. You will hear from Mike Mullett, the IT Manager of Daniel Boone Regional Library in Columbia, about customer interactions for IT staff; Tom Peters of TAP Information Services who will discuss SMS challenges and opportunities for reference customer service; Lori Boschert, Circulation Manager, and Mary Jo Hartmann, Customer Connect Coordinator, both of St. Louis County Library, who will talk about Customer Connect, SLCL's call center for all customer service issues for the library system. [Register here](#) for the videoconference.

Summer Reading Program Survey

The Summer Reading Program survey is ready for your input. When you conclude the 2011 children's program "**One World, Many Stories**" and/or the teen program "**You Are Here**" please visit the [Youth Services page](#) on the Missouri State Library Website and follow the "Summer Reading Program Survey" link to complete and submit this survey. If you are **not** presenting a summer reading program, we still want your input. The deadline for your response is **September 16, 2011**. If you have questions, contact Naphtali Faris, Youth Services Consultant, at naphtali.faris@sos.mo.gov or 800-325-0131, ext. 17. We look forward to receiving your responses!

Update: Library Automation Task Force

On June 15, the Library Automation Task Force sent a letter to 149 public library directors asking them to participate in a Request for Information to be sent to several library automation vendors and service providers. Sixty-eight directors sent back Letters of Interest stating that they were willing for their library to be included. The RFI included statistical data for the 68 libraries and requested a no-obligation estimate for providing a library automation system to the group, including data extraction, migration,

licensing, hosting, installation and ongoing costs. The task force has set a deadline of August 26 for the vendors to respond.

After the vendor estimates have been received, the task force will put out a call for libraries to send in Letters of Intent to participate in the formation of a consortium for a shared automation system. The consortium will then approach selected vendors with a formal Request for Quote and through this process choose the new system.

For More Missouri Library News

[Children's Books Exempt from Lead Testing](#)

[Springfield-Greene Receives Judith Krug Fund Grant](#)

[Jane Kowalski New Director at Carter County Library](#)

[Thea Roberts New Heartland Regional Library System Director](#)

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Show Me Express will be archived for six months on the State Library's Web site at http://www.sos.mo.gov/library/showme_express/.

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